

## **POLICE COMMUNICATIONS OFFICER II**

(Competitive Class)

### **DISTINGUISHING FEATURES OF THE CLASS**

This class encompasses supervisory positions in the Communications Division of the police department, the primary duties of which involve assisting in management policies and procedures, and supervision of Police Communications Officers I on a shift. The employees of this class monitor the work of subordinate employees and provide training as necessary. The Police Communications Officers II provides for the general care, maintenance and use of departmental communications equipment, and supervises the preparation and maintenance of division records and reports. The employees of this class receive general instructions and perform independently in most areas. The Police Communications Officers II report to and have work reviewed by the Chief of Communications. This class ranks directly below that of Chief of Communications.

### **EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Assists in the management of operations in the Communications Division by supervising Police Communications Officers I in the performance of dispatching duties. Assigns duty areas to qualified personnel in order to meet the goals and obligations of the division. Approves leave and assigns work schedules. Delegates authority to subordinates for the more effective operation of the division. Holds meetings with subordinates as needed to receive reports and disseminate information. Inspects appearance of equipment and personnel. Evaluates work performance of subordinates and makes a daily personnel report. Counsels employees who are experiencing work problems. Resolves employee complaints and grievances. Conducts corrective interviews and recommends disciplinary action to superiors. Provides technical assistance to subordinates by answering questions and providing back-up support.

Supervises and performs the operation of communication system, including CAD, to ensure that proper procedures are being followed. Determines unit to be dispatched and dispatches unit following departmental procedures. Relays information or answers questions that come by radio from field units. Operates control board for individual pocket pager system to call designated officers when necessary. Keeps track of the location and status of emergency units at all times using the computer-aided dispatching (CAD) display. Takes requests from units and provides for requested

assistance following departmental procedures. Oversees the tracking of time and mileage on patrol units. Performs and supervises any tasks which are required to comply with FCC regulations.

Operates and supervises subordinates operating office paging or intercom system to relay messages and information to department personnel. Uses and oversees the operation of teletype and computer keyboard to send and receive messages. Communicates with the hearing impaired callers utilizing telecommunications devices and software for the deaf. Ensures that specified officers, units or designated agencies are notified of special or emergency situations. Receives and transmits messages to and from the incident scene and to and from related department personnel.

Handles calls and receives complaints over the telephone or from other sources, taking as much information as possible from caller such as name, address, nature of problem, and any other information required by departmental procedures. Enters all complaints and related information into computer by use of computer keyboard, using appropriate codes and signals.

Participates in the training program for division personnel by conducting formal or on-the-job continued training in the operation of communications equipment, operating procedures and related areas. Prepares training materials. Maintains that all new employees receive necessary training in all related areas of communications. Attends all training sessions provided by the department as directed.

Provides for and ensures that division records are accurately prepared and maintained. Reviews records completed by subordinates and periodically inspects systems and facilities for maintaining such. Develops new forms or revises old ones in order to improve accuracy and efficiency of documentation. Personally completes and files forms and records required. Writes letters in answer to written or oral requests addressed to the communications division or as needed to handle problems or to address other needs of the communications division. Compiles and analyzes data and uses such to write reports on the operation of the division.

Supervises the general care, maintenance, and use of departmental communications equipment. Instructs subordinates or personally performs routine tests on communications equipment, such as radios, telephones, paging devices, the teletype and the recording system. Inspects equipment, property, or operating systems for repair needs and issues orders for necessary repairs on malfunctioning equipment. Provides for the purchase, disbursement, and storage of all needed supplies and equipment for the division.

Performs any related duties as assigned.

## **QUALIFICATION REQUIREMENTS**

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the test.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, and of legal age.

Applicant must possess one of the following: high school diploma, general educational development (G.E.D.) certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or G.E.D. certificate.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must possess a valid driver's license.

Must have at least five (5) years full time dispatching experience in a communications division of a law enforcement agency.